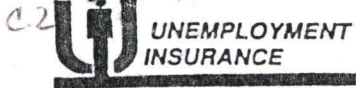


Em 735  
3.426  
1997/98



South Carolina  
**Employment Security Commission**



COMMISSION  
Carole C. Wells, Chairman  
(803) 737-2655  
J. William McLeod, Vice-Chairman  
(803) 737-2652  
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1550 Gadsden Street  
Post Office Box 995  
Columbia, South Carolina 29202

EXECUTIVE DIRECTOR  
Joel T. Cassidy  
(803) 737-2617

October 16, 1998

Mr. Les Boles  
Director, Office of State Budget  
Attn: Ms. Karen Amos  
1122 Lady Street, 12<sup>th</sup> Floor  
Columbia, SC 29201

Dear Mr. Boles:

The FY 1997-98 Accountability Report for the South Carolina Employment Security Commission is attached. The agency's mission, objectives, and performance measures are primarily determined by standards established by the U.S. Department of Labor.

If you have any questions regarding this report, please contact me at (803) 737-2617.

Sincerely,

Joel T. Cassidy  
Executive Director

JTC/mcl  
Attachment  
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## EXECUTIVE SUMMARY

Created by Section 41-20-10 of the South Carolina Employment Security Law, the Employment Security Commission is responsible for administering South Carolina's Employment Security Law. The Agency operates in the Workforce Development policy arena and has a threefold mission thrust:

- **Workforce Preparation** – including job training services provided through the Job Training Partnership Act and in cooperation with 12 local Service Delivery Areas; a comprehensive system of Labor Market Information for job search, career planning, and state and local planning and economic development activities; School-to-Work services cooperatively provided with State and local education agencies; and Welfare-to-Work activities provided in cooperation with the Department of Social Services and local Service Delivery Areas.
- **Workforce Exchange** – including services provided through a network of 38 local Employment Service offices that assist employers and workers seeking employment services.
- **Workforce Insurance** – including services provided through an Unemployment Insurance Program that provides benefit payments to qualified individuals unemployed through no fault of their own and which is financed through employer-based insurance premiums collected by the Agency.

The Employment Security Commission is unique in its role as the designated agency for most Federal-State cooperative programs originating in the U. S. Department of Labor. As such, the majority of funding for the administration of Agency programs is federal in origin and provides for a state delivery system of basic workforce services as part of a larger nationwide system.

Federal legislation enabling basic employment and training services as well as specific federal mandates which are passed down to the states carry with the funding a well-developed system of performance criteria and measurements. These are constantly evaluated for improvements to insure the continued receipt of federal dollars to provide a comprehensive array of services to our customers. Since these programs collectively represent various components of a comprehensive workforce delivery system and rely almost exclusively upon federal dollars, we have not attempted to rank them by importance. Also, it should be noted that cost figures are specified to match the state fiscal year of July 1, 1997 – June 30, 1998. However, performance measures based upon a federal fiscal year of October 1, 1997 – September 30, 1998, reflect the applicable performance standards.

Leadership. The Agency's leadership can best be described as facilitative and collaborative in nature. To insure a core of trained managers, the agency has participated in the Budget & Control Board's Executive Institute since its inception. With the completion of executive management levels, we are currently expanding our participation to include middle managers. In addition, the agency has instituted an internal Leadership Training Initiative to prepare tomorrow's ESC Management Staff.

Customer Service. A primary function of SCESSC's leadership is to facilitate continuous improvement throughout the organization. This process encompasses both internal and external customers and provides for input from both customer bases. The steps involved in the process include: 1) assessment of customer needs and organizational capacity; 2) preparation or modification of a plan of service; 3) implementation of the plan of service and 4) evaluation of performance outcomes. This process is applied to all programs administered and is an ongoing process.

The agency defines internal customers in terms of divisions, departments, cost centers, and individual staff. Frontline personnel are the primary source of customer input into the organization. Technology training, leadership training, and a variety of staff development/professional development initiatives over the past year have been driven by the needs of internal users.

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The collaborative nature of workforce development, education reform, and welfare reform has resulted in a broadening of the external customer base for SCESC. Agency initiatives such as the One Stop, School-to-Work, and Welfare Reform have created a diverse group of **external customers** which includes:

- **The South Carolina workforce (potential and actual)**
- **South Carolina employers**
- **Our cooperative workforce development partners**

Future Directions. The development of key performance measures over the next 2 to 5 years will be impacted by new federal and state legislation. The Workforce Investment Act of 1998 was passed by Congress and signed into law in August of 1998. This comprehensive legislation will be the driving force behind Wagner-Peyser funded activities and will center around the One Stop delivery system. Full implementation of the new federal legislation is not required until July of 2000. However, early discussions with key partners indicate a desire to set an earlier goal, perhaps as early as July, 1999.

The state's current One Stop initiative is based upon an expanded, enhanced, and more user-friendly technology-based information system. This increased use of latest technology will enable greater customer access, use, and control and will play an integral part in a redesign of the workforce development delivery system.

Activities under the federal and state School-to-Work laws are ongoing, with federal implementation beginning in the spring of 1999. The Employment & Training component of Welfare Reform has just recently gotten underway.

These three initiatives are in the very early stages of implementation, and systemic evaluation methods and models have not been fully developed. Collaboration among stakeholders involving both leadership and frontline management is ongoing. Customer satisfaction will continue to be the primary focus of performance measurement and evaluation for all program initiatives, both federal and state.

## **MISSION STATEMENT**

The Employment Security Commission's mission encompasses the primary responsibility for coordination and delivery of a statewide workforce development system through the following:

- Comprehensive workforce preparation activities through job training services, a comprehensive labor market information system, and collaborative efforts with partners in the workforce development effort, to include JTPA Service Delivery Areas, State and local education agencies, the Department of Social Services, and community-based organizations;
- Workforce exchange services which are accessible to a diverse customer base throughout the state through a system of offices, and the expansion of other technologically-enhanced approaches to benefit both job seekers and employers;
- Administration of a workforce insurance program which provides benefit payments to qualified individuals who are unemployed through no fault of their own and which is financed through employer-based premiums collected by the Agency.

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: Job Training Partnership Act (JTPA)  
Title II – Training Services for the Disadvantaged  
II-A and II-C Adult and Youth Training Programs  
II-B Summer Youth Employment and Training Program

<u>PROGRAM COST:</u>	<u>Titles II-A and II-C</u>	
	Total federal Funds Available	\$19,001,839
	Total Expenditures	\$13,836,008
	Expenditure Rate	73% (Unexpended funds are carried forward into the next program year)
	<u>Title II-B</u>	
	Total Federal Funds Available	\$10,353,391
	Total Expenditures	\$ 9,567,755
	Expenditure Rate	92% (Unexpended funds are carried forward into the next program year)

PROGRAM GOAL: The purpose of Title II is to establish programs to prepare youth and adults facing serious barriers to employment for participation in the labor force. This is accomplished by providing job training and other services that will result in increased employment and earnings, increased educational and occupational skills, and decreased welfare dependency.

PROGRAM OBJECTIVES: The Employment Security Commission is the designated administrative entity for JTPA in South Carolina. The State Job Training Coordinating Council provides policy guidance and oversight of JTPA programs within the state.

22% of the II-A/II-C funds is retained at the state level to provide administrative oversight, technical assistance and capacity building, performance incentives, and monitoring. Thirteen contracts were negotiated across the state to provide training and services for older individuals (age 55 and up). In addition, 19 contracts provided school-to-work transition services for youth, literacy and lifelong learning opportunities, and non-traditional training for women.

78% of the II-A/II-C funds is allocated to the 12 service delivery areas (SDAs) in the state. Through their local private industry councils (PICs), each SDA plans and implements training and services which will meet individual and labor market needs. Adults and youth are provided the educational, occupational, and employability skills necessary to encourage school completion and impact their long-term employment and earnings potential.

100% of the II-B Summer Youth Employment and Training Program funds is allocated directly to the 12 SDAs. Youth are provided basic educational skills, career exposure and practical work experience at public and private work sites.



JTPA - Title II (cont.)

**PERFORMANCE MEASURES:** Through the SDAs, 114 Title II-B contracts provided training and services to 6,312 youth during the summer.

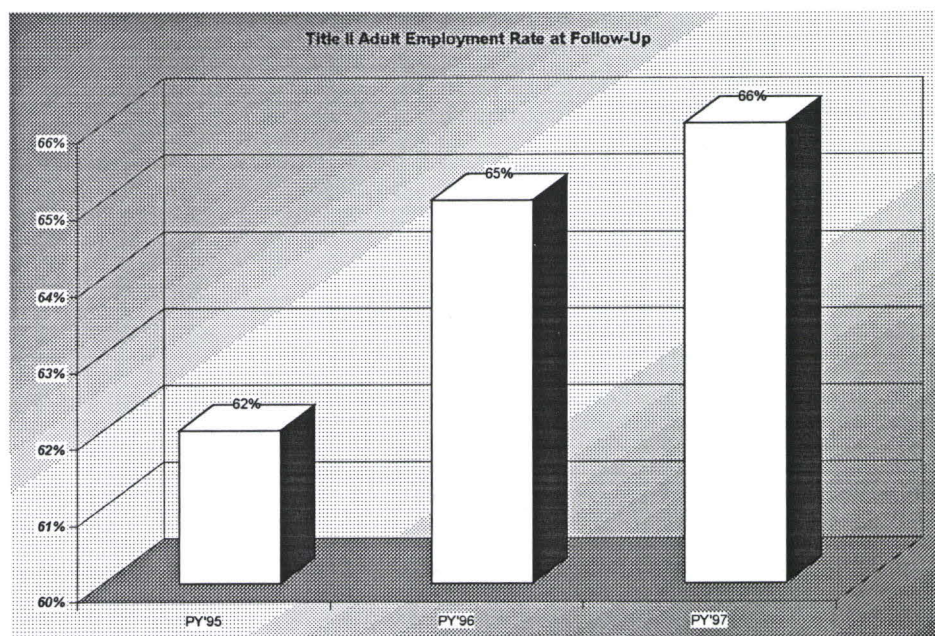
Title II-A and II-C performance measures are established by the US Department of Labor (USDOL). Adult measures evaluate the employment status and earnings of participants 13 weeks after exiting the program. Youth performance is measured at the point of program exit and evaluates employment status, school completions, and the educational, occupational and work maturity skill attainments as a result of program participation. Plan versus actual performance for PY'97 is as follows:

<u>II-A</u>	<u>Standard</u>	<u>Actual</u>
Adult Employment Rate at Follow-Up	59%	66%
Adult Average Weekly Earnings at Follow-Up	\$265	\$304
Adult Welfare Employment Rate at Follow-Up	49%	60%
Adult Welfare Average Weekly Earnings at Follow-Up	\$223	\$259

<u>II-C</u>		
Youth Entered Employment Rate	39%	58%
Youth Employability Enhancement Rate	37%	44%

Continuous improvement initiatives in JTPA are driven by federal performance goals and customer satisfaction. Programs are designed, training curriculums developed, and outcomes measured through employer participation on state and local councils. Customer focus is exhibited through a formalized grievance and complaint procedure and surveys of customers during and after program participation. Feedback is incorporated in program planning and evaluation.

**Performance for last three Program Years**



DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: Job Training Partnership Act (JTPA)  
Title III – Employment and Training Assistance for Dislocated Workers

PROGRAM COST:

Total federal funds available	\$15,111,126
Total expenditures	\$10,946,360
Expenditure rate	72% (Unexpended funds are carried forward into the next program year)

PROGRAM GOAL: The Dislocated Worker Program bases its service strategy on two principles: 1) facilitating rapid readjustment and retraining for dislocated workers, and 2) easing the personal and financial difficulties of those workers.

PROGRAM OBJECTIVES: The Employment Security Commission is the designated administrative entity for JTPA in South Carolina. The State Job Training Coordinating Council provides policy guidance and oversight of JTPA programs within the state.

40% of the Title III funds is retained at the state level to provide administrative oversight, rapid response services to employers and affected employees, eligibility services, monitoring, technical assistance, performance incentives, and statewide re-employment services geared to transitioning dislocated workers back into the labor market. Through a contract with the Department of Commerce, 465 employers were contacted for the purpose of gathering information on business conditions to identify possible problems and avert layoffs/closures or link employers who had labor shortages with available dislocated workers. The State Dislocated Worker Unit within the agency held 45 rapid response meetings with employers experiencing mass layoffs or closures and conducted 135 group orientation sessions to explain available services to 10,665 affected employees. Applications were processed and program eligibility determined on 5,554 individuals in PY'97.

60% of the Title III funds is allocated to the 12 service delivery areas (SDAs) in the state. Through their local private industry councils (PICs), each SDA plans and implements retraining services which will meet individual and labor market needs. 37 contracts were negotiated in PY'97 to provide local retraining services.

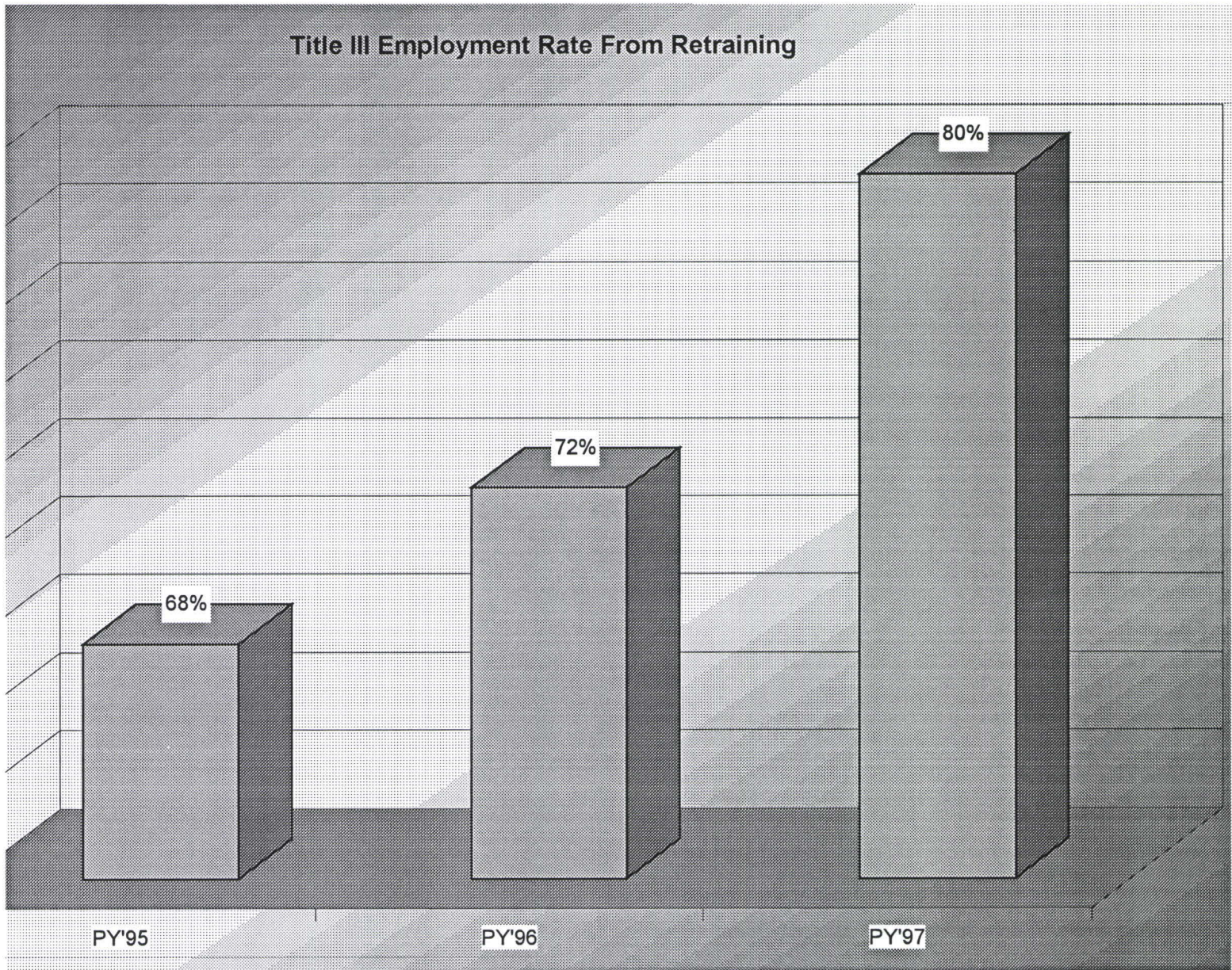
PERFORMANCE MEASURES: The Dislocated Worker Program provided retraining services to 3,959 participants in Program Year 1997. 2,002 participants continued their training into the next program year. Of those participants leaving the program in PY'97, the following performance outcomes were produced:

- entered employment rate – 80% (USDOL standard - 72%)
- wage replacement rate – 92% (No USDOL standard specified – PY 97)
- follow-up employment rate (3 months after program exit) – 75% (No USDOL standard specified – PY 97)

Continuous improvement initiatives in JTPA are driven by federal performance goals and customer satisfaction. Programs are designed, training curriculums developed, and outcomes measured through employer participation on state and local councils. Customer focus is exhibited through a formalized grievance and complaint procedure and surveys of customers during and after program participation. Feedback is incorporated in program planning and evaluation.



**JTPA - South Carolina  
Performance for Last Three Years**





DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: Welfare-to-Work

PROGRAM COST: The total amount of funds allocated to the program is \$18,009,648 (\$12,006,432 federal and \$6,003,216 match) for FY98. The funds can be spent over a three-year period. The state plan was approved and funds received in February 1998. The law required that 85% of the funds (\$15,308,201) be allocated to the 12 SDAs in the state. The remaining 15% of the funds (\$2,701,447) was retained at the state level to fund special projects.

PROGRAM GOALS: The goal of the Welfare-to-Work program is to move the hardest-to-employ recipients of Temporary Assistance for Needy Families (TANF) from dependency toward self-sufficiency through program activities based on a "work-first" philosophy.

PERFORMANCE OBJECTIVES:

To determine eligibility for WtW services (includes both TANF recipients and non-custodial parents).

To provide job readiness classes to improve job-seeking and job-keeping skills.

To provide work activities to include community service, work experience, and on-the-job training.

These activities provide participants with subsidized employment as a step toward unsubsidized employment.

To provide job counseling and job placement services.

To provide supportive services to remove barriers to employment and to help participants remain on jobs.

To maximize job retention and increases in earnings by providing post-employment services such as mentoring, counseling, and skills upgrading.

PERFORMANCE MEASURES: WtW is a new program that began in late February 1998 and most SDAs did not begin to accept referrals until May or June. Therefore, there has been little activity for this reporting period and there is no historical information. Data shown below is from the inception of the program through June 30, 1998. We plan to collect data on the items listed below and to compare our performance to benchmarks, as well as to measure trends over time. Customer satisfaction will be evaluated through the review of comments/ complaints from applicants, participants, subgrantees, and other interested parties. There will be close coordination with other agencies to ensure that services are not being duplicated. Since this program is in the early stages of development, performance measures may be added or revised as the program progresses.

INPUTS: (March-June 1998)

Estimated number of eligible TANF recipients: 11,584

Estimated number of non-custodial parents eligible: Not available

OUTPUTS: (March-June 1998)

Number of applicants referred: 661

Number of applicants who reported: 355

Number of participants served: 249

Number of participants terminated: 2

Number of participants placed in unsubsidized employment: 37

Number of participants retained 6 months in unsubsidized employment: Not Applicable



Welfare-To-Work (cont.)

OUTCOMES: Performance Goals vs. Actual Performance (Data not yet available.)

Percentage of participants who enter unsubsidized employment:

Goal: 40% Actual: N/A

Percentage of participants who are retained in unsubsidized employment for 6 months:

Goal: 50% Actual: N/A

Goal: Average wage at placement will represent a 10% increase in earnings.

Actual: N/A

EFFICIENCY/PROCESS: The following efficiency or productivity areas will be evaluated.

Increase in the percentage of participants who obtain unsubsidized employment.

Increase in the percentage of participants who retain employment for 6 months.

Increase in the average wage at placement into unsubsidized employment.

Cost per entry into unsubsidized employment.

Increase in the availability of transportation and other services to participants.

Cost of supportive services per participant.

QUALITY: The following quality areas will be evaluated.

Number of eligible compared to number of ineligible served.

Number of individuals leaving TANF due to employment compared to other reasons.

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DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: Job Corps

PROGRAM COST: USDOL federal funds \$558,897

PROGRAM GOAL: Job Corps is a national training program for young disadvantaged adults, aged 16-24, and its mission is to teach them the skills they need to become employable and independent, placing them in meaningful jobs or further education after residential training.

PROGRAM OBJECTIVES: Job Corps program design integrates the teaching of academic, vocational and social competencies through classroom practical and work-based learning experiences. SCESC identifies, recruits and screens for eligibility under contract with USDOL. The applicants are referred to centers for assignment and training.

PERFORMANCE MEASURES:

During FY98 the following work was provided in South Carolina.

	<u>Quota</u>	<u>Referred</u>	<u>Enrolled</u>	<u>% of Goal</u>
Male	589	797	604	103%
Female	385	310	272	71%

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: BUREAU OF LABOR STATISTICS (BLS) FEDERAL-STATE COOPERATIVE PROGRAMS

PROGRAM COST: Total Expenditure: \$801,372 (Federal funds)

Administrative costs were derived from contracts with the U.S. Department of Labor to provide statistics for South Carolina as input to national databases. All funding sources were federal with no state monies involved.

PROGRAM GOAL: To provide statistics on the labor force, employment, and unemployment to meet legislative requirements and to provide timely labor market statistics to federal, state, and local governments, public and private educational institutions, businesses and other users for program planning and evaluation and for economic analysis; to provide labor market statistics on areas of high unemployment for allocating federal job training funds under the Job Training and Partnership Act (JTPA) and to determine preference in awarding federal contracts under the Labor Surplus Area program.

PROGAM OBJECTIVES: According to deliverables specified by the U.S. Department of Labor's Bureau of Labor Statistics (BLS), to maintain a comprehensive database of information (name, address, industry code, employment, and wages) on employers covered under South Carolina Employment Security Law; to develop and maintain current estimates of the civilian labor force, total civilian employment, and unemployment for state and substate areas; to develop and maintain current estimates of nonagricultural employment by industry for the state and metropolitan areas; to develop and maintain current estimates of employment and wage data by occupation for the state and substate areas; to collect and maintain information on mass layoffs in South Carolina.

PERFORMANCE MEASURES: A report on employment and wages covered under the South Carolina Employment Security Law was developed each quarter according to BLS technical guidelines; industry classification coding was reviewed for accuracy by BLS; quality and quantity standards were set by BLS in contracts.

Estimates of labor force, employment, and unemployment were developed for the state, metropolitan areas, counties, and cities of 25,000 or more population on a monthly basis following BLS technical guidelines and meeting BLS standards of statistical accuracy; quality and quantity standards were set by BLS in contracts. Estimates of nonagricultural industry employment, average weekly hours worked and weekly wages paid in manufacturing were developed for the state and metropolitan areas following BLS technical guidelines and BLS standards of statistical accuracy; quality and quantity standards were set by BLS in contracts.

Estimates of occupational employment and wage data were developed for state and substate areas following BLS technical guidelines and BLS standards of accuracy; quality and quantity standards were set by BLS in contracts.

A report on mass layoff activity was developed each quarter following BLS technical guidelines; quality and quantity standards were set by BLS in contracts.

Areas of Substantial Unemployment (ASUs) were determined following BLS technical guidelines. These data were used to allocate \$8,106,262 in federal job training funds for training 3,989 individuals.

All program deliverables are established by BLS and are provided to states on an annual basis. Future BLS initiatives and directions include further requirements for data analysis, full incorporation of the new North American Industry Classification System (NAICS), and possible expansion of survey operations in some programs.



DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: AMERICA'S LABOR MARKET INFORMATION SYSTEM (ALMIS)  
LABOR MARKET INFORMATION TRAINING INSTITUTE

PROGRAM COST: Total Expenditure: \$265,399

All funding is from federal sources under contract with no state funds used.

PROGRAM GOAL: The Labor Market Information (LMI) Training Institute will provide a national infrastructure to advance the art and science of labor market information among all LMI professionals and the LMI customer community.

PROGRAM OBJECTIVES: As stated in the contract with the U.S. Department of Labor, the Labor Market Information Training Institute provides training to LMI professionals and users across the United States, and fosters communication within the LMI field. South Carolina serves as the lead agency in a consortium of states that manages and directs institute operations.

The primary customers are professionals within the Employment Security system who develop or use labor market information. Additionally, training is targeted to special user groups, such as professionals in the Job Corps program and in one-stop resource centers. A formal evaluation process is incorporated into all training sessions, and results are used to improve training on a continuous basis. Additional feedback is solicited from managers of training program attendees, as well as managers throughout the Labor Market Information system nationwide. As part of the development of a business plan for the Institute, various stakeholders were surveyed or gathered into focus groups to obtain additional input for improvement of training and other services.

PROGRAM MEASURES:

- \* Fifteen training events were conducted in several sites around the United States with attendance of 449, representing 94% of capacity.
- \* The quarterly "Institute News" newsletter for LMI professionals was distributed to a mailing list of over 900 individuals.
- \* The LMInet website is maintained on a regular basis, providing relevant information to LMI professionals and customers. LMInet receives around 12,000 "hits" (accesses) a month.
- \* Of the LMI directors across the country who responded to the business plan survey, 88.9% perceived the quality of the courses offered through the Institute as excellent or good.
- \* Of the LMI professionals who had attended classes, 90.1% of those who responded to the business plan survey rated the overall quality of the sessions they attended as excellent or good. Also, 65% said that attendance in the class(es) had resulted in some improvement in the performance of their jobs.
- \* Also, according to survey responses, it has been determined that 34% of all LMI analysts (those that develop and disseminate data) nationwide have attended at least one course offered by the Institute since its establishment in 1995. Class attendees have represented all states, as well as the District of Columbia, Puerto Rico, and Guam.

Curricula for two new courses are being finalized. One new class is scheduled for December 1998, with additional new classes to be offered throughout 1999. Based on the decision of the consortium, as well as the business plan, the LMI Training Institute will also be expanding course offerings and marketing efforts to reach new customers and customer groups. Examples of potential customer groups are economic development groups, community colleges, public data users, statistical associations, bankers associations, employer groups, and workforce development professionals.

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: STATE AND LOCAL PLANNING INFORMATION

PROGRAM COST: Total Expenditures:

\$80,300 federal funds

\$15,639 collected from outside agencies/institutions

Basic funding is from federal sources. Other minor administrative costs are collected directly from agencies or institutions that contract for the data.

PROGRAM GOAL: To maintain a comprehensive LMI program to facilitate the preparation and dissemination of state and local planning and related information; to provide planning data for designing training/curricula, as well as follow-up information on training/program completers

PROGRAM OBJECTIVES: As stated in the contract with the U.S. Department of Labor, program objectives are to provide labor force, occupational, placement assistance, and program administration information. Statistics and analysis are provided, along with technical assistance and training. Additionally, educational planning and follow-up data are provided via the Employment Tracking and Occupational Data (ETROD) System.

The primary customers are public officials, economic developers, program planners, employers, educators, counselors, and job seekers. Data and statistical analysis are provided in printed form, as well as electronically, in user-friendly formats or special formats designed to meet customer requirements. Training and technical assistance in the use of data are provided to all customers, as needed. Customer satisfaction is monitored through tracking requests for data and services, additions to mailing lists, number of mail and phone requests for information, customer feedback, and periodic customer satisfaction surveys. All customer feedback is incorporated into ongoing plans for continuous improvement of products and services.

PROGRAM MEASURES: All program objectives and deliverables are monitored by the U.S. Department of Labor's Employment and Training Administration (ETA) to ensure adequate response to user needs, according to contract deliverables. For products and services provided through the Employment Tracking and Occupational Data (ETROD) System, partner agencies and educational/training institutions provide funds under individual agreements with the Agency. Payment is contingent upon all deliverables being met on a timely basis.

EFFICIENCY MEASURE:

- \* State and local planning information was prepared and disseminated throughout the year via published reports and electronic means. Availability of data and reports is announced to customers on the Agency website, as well as in the "LMI Guide" brochure and other mailings. Requests are received via telephone, mail, and the website.

- \* The monthly "SC Employment Trends" publication, a major vehicle for dissemination of state and local data, was distributed to a mailing list of around 1,500 data users.

- \* The annual Labor Market Review publication serves as a compendium of the major data available on the state's economy and labor market. This comprehensive report was distributed to a mailing list of around 1,000 customers, as well as to several hundred additional customers by request.

- \* Seven institutions/agencies received information under contract via the ETROD System. A total of 9,235 training/educational program completers were tracked through the system. The ETROD program returned a high success rate of matching program completers to the required data. The success rate ranged from 89.1 % to 98.0 % of all data submitted by the former and current contracting parties.



## EMPLOYMENT SERVICE - STATE AND LOCAL PLANNING INFORMATION (cont.)

\* ETROD averaged a 93.6 % rate for the initial matches of the Employment Security Commission's Unemployment Insurance (UI) database with the contracting parties' data sets.

Efforts will continue toward electronic dissemination of all major reports, publications and data sets via the Agency's website. Work is ongoing with the state Commission on Higher Education to expand the ETROD program to track and obtain information on completers of all state institutions of higher education. The first data from this project should be available by December 1998. A project is also being coordinated with the state Department of Education to track Vocational Education program completers. The national Consumer Reports project and other potential projects involving ETROD will be explored and implemented, as feasible.

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: ONE-STOP LABOR MARKET INFORMATION (LMI)

PROGRAM COST: Total Expenditure: \$213,469

All funding is from federal sources with no state funds used.

PROGRAM GOAL: To make Labor Market Information (LMI) readily available to all possible users for obtaining employment, career development, economic development, economic research, or any other potential application.

PROGRAM OBJECTIVES: As stated in the contract with the U.S. Department of Labor, program objectives are as follows: to populate the America's Labor Market Information System (ALMIS) Database; to disseminate LMI data through electronic and non-electronic mediums; to produce labor supply and demand data; and to participate in capacity building for LMI staff and users of LMI data.

The primary customers are public officials, economic developers, program planners, employers, educators, counselors, and job seekers. Data and statistical analysis are provided in printed form, as well as electronically, in user-friendly formats or special formats designed to meet customer requirements. Training and technical assistance in the use of data are provided to all customers, as needed. Customer satisfaction is monitored through tracking requests for data and services, additions to mailing lists, number of mail and phone requests for information, customer feedback, and periodic customer satisfaction surveys. All customer feedback is incorporated into ongoing plans for continuous improvement of products and services.

PERFORMANCE MEASURES: All program objectives and deliverables are monitored by the U.S. Department of Labor's Employment and Training Administration (ETA) to ensure adequate response to user needs, according to contract deliverables. All deliverables were stated in the contract measuring quantity, quality and timeliness.

The initial process of populating the ALMIS Database, which will be used in a new statewide economic information delivery system, is 80% complete.

- \* LMI data are being disseminated through the ASC-LMI Bulletin Board; the LMI homepage on the Internet; Fax-on-Demand; and various printed LMI publications.
- \* Labor supply and demand data are produced and published in miscellaneous brochures and LMI publications, and on the Internet.
- \* LMI staff have attended training classes under the LMI Institute as well as training in the use of PC software. A statewide training session for approximately 2,000 LMI users was conducted at 30 sites via satellite network on June 24, 1998.
- \* All deliverables were stated in the contract measuring quantity, quality and timeliness.
- \* A log of telephone data requests kept during a typical month resulted in a tally of over 2,000 calls from customers for information.

The State and Area Research and Analysis System (SARAS) will be installed by December 1998, with testing of the system to begin by the end of the year. Data from this comprehensive information system will be provided to ES local offices and One-Stop Resource Centers on CDs by December 1999. Within three years, an Internet version of this system will be completed and operational.



DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: South Carolina Occupational Information  
Coordinating Committee (SCOICC)

PROGRAM COST:

Federal:	\$117,840
State:	250,554 (includes \$70,000 for STW)
Other (User Fees)	355,000

PROGRAM GOALS: Under the mandate of the Carl Perkins Vocational and Applied Technology Act and the Job Training Partnership Act, the SCOICC, a consortium of nine state agencies (SC Employment Security Commission acts as fiscal agent), operates a statewide computer network of over 600 computer sites in every county of South Carolina. The program goal of the SCOICC is to improve the development and use of occupational, educational and employment information for planning careers and finding jobs. The primary vehicle for delivery of services is the SCOIS statewide computer network. This SCOIS computer network serves South Carolina high schools, Job Service offices, technical colleges, four year institutions of higher education, vocational rehabilitation workshops, community-based organizations, middle schools, libraries, vocational center, DSS centers, etc.

PROGRAM OBJECTIVES: The SCOICC will improve the way South Carolinians make career decisions and find jobs by:

developing, improving and supporting comprehensive career guidance programs, especially in the area of career information delivery and use;  
making available to students, parents, teachers, administrators and counselors information and planning resources that relate educational preparation to career goals and expectations;  
improving and promoting the accessibility of information related to career options and preparation to students and parents;  
providing resources for implementing School-to-Work career development activities;  
delivering career development training to counselors, teachers and administrators;  
delivering by computer daily updates of job openings available throughout the State and nation.

PERFORMANCE MEASURES:

- Increase in the number of SCOIS sites: 615 to 620
- Increase in the number of clients served: 396,400 (est) to 398,000 (est)
- Expansion in target groups served: Served 564 elementary classrooms with ACK! Program
- Increase in number of career development resources distributed: 20% increase
- Expansion of services relative to constant level funding:  
Introduced the following career development resources:  
Real Game  
Career Connections  
American Careers for Kids (ACK!)  
Real Times/Real Life

DESCRIPTION OF PROGRAM: Employment Service - Workforce Preparation

PROGRAM NAME: School-to-Work (STW)

PROGRAM COST:

Administration: \$54,842	Federal STW Planning Grant
Program funds: \$176,270	Federal STW Planning Grant
Program funds: \$70,000	State Funds allocated to SCOIS

PROGRAMS GOALS: As a part of the School-to-Work system, the South Carolina Employment Security Commission shall work with the Department of Education, the State Board for Technical and Comprehensive Education, and the Commission on Higher Education to assist in the planning and promotion of school-to-work opportunities.

PROGRAM OBJECTIVES: The South Carolina Employment Security Commission will assist in the planning and promotion of School-to-Work by:

- Identifying potential employers to participate in the work-based learning programs;
- Serving as a contact point for employer seeking information on school-to-work activities;
- Providing labor market information relative to supply and demand, and nontraditional jobs for women; and
- Promoting increased career awareness and career counseling through the management and promotion of the South Carolina Occupational Information System (SCOIS).

PERFORMANCE MEASURES: Note: The Governor's School-to-Work Advisory Council has established an Assessment & Evaluation Committee to examine methodologies for measuring the impact of School-to-Work on education reform efforts in South Carolina. This multi-agency effort is in the development stage. Presently, a continuous improvement evaluation model is being recommended with specific benchmark measures to be developed within the next few months.

PERFORMANCE MEASURES INCLUDE:

- Increase in the number of *employers* participating in STW.
- Increase in the number of work-based opportunities for *students*.
- Increase demand and high customer satisfaction for Labor Market Information and related services from *all stakeholders*.
- Increase in # of SCOIS sites and in system utilization at the *secondary and post-secondary levels*.
- Increase demand and high customer satisfaction for technical assistance to *local school districts and consortia* related to STW.

Currently, there is no benchmark for system-wide change. Benchmarking is in the developmental stage.



DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: Job Service

PROGRAM COST: Federal funding by Wagner-Peyser totaled \$9,684,811.

PROGRAM GOAL: The Wagner-Peyser funded activity of labor exchange is the main goal of the Employment Service. This provides for the matching of qualified job seekers to employer requests for workers. A number of federal programs are funded additionally to perform specific services in the state of South Carolina. Information on these is included by program name (Veterans Employment and Training, Alien Labor Certification, Job Corps, North American Free Trade Act Agreement, Trade Adjustment Assistance, and Work Opportunity Tax Credit).

PROGRAM OBJECTIVES: At 38 locations throughout the state applicants seeking employment file applications for work, and employers seeking workers list job openings. Job seekers are tested, counseled, and assessed by staff to determine the appropriate course of action. Referrals to job openings are made based on interests, skills, education and experience as required to perform a job. An automated system provides computer matches of qualified job applicants with job openings. SCESC provides a central point where applicants can apply for job openings anywhere in the state or through America's Job Bank.

PERFORMANCE MEASURES

	Actual	Plan of Service	% of Plan
Number of Clients Served	318,298	275,000	116%
Jobs Filled	84,866	80,000	122%
Cost per Placement	\$114.12		

DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: One Stop Grant

PROGRAM COST: Department of Labor Federal Funds - \$2,500,000.00  
Expenditures as of June 30, 1998 - \$ 528,231.52  
Balance remaining (carry over) - \$1,971,768.48

PROGRAM GOALS:

To develop and implement a statewide One-stop Information-based system of customer services which are widely accessible through a network of technologically enhanced Resource Centers, collaborative satellite sites, with remote employer and individual access.

PROGRAM OBJECTIVES:

All One-Stop Resource Centers will provide access to a core system of basic employment and training information and services for all Department of Labor (DOL) funded activities. There will be universal access resource centers in at least one location in each of the 12 Service Delivery Area by the end of the first year. Resource Centers established within the first year include not only major metropolitan areas but also rural community sites. In order to serve the diverse citizens of South Carolina, steps are being taken to insure services are standardized without sacrificing flexibility to meet local needs.

Performance Measures:

Through the combined efforts of the SC Employment Security Commission and the Service Delivery Area (SDA) Partnerships, there are currently 16 Resource Centers throughout the state, and 22 additional centers are scheduled to be implemented October – December 1998. In addition to the physical establishment of resources centers, performance measures will include expansion of the customer base and improved outcomes regarding workforce development needs. Over 123,000 customers have been served in Resource Centers in year 1 of the grant.

Systems are being developed to measure the number and types of customers served, the service(s) provided, the results, and customer satisfaction. These will be more well-defined as the specifics of the Workforce Investment Act evolve.



DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: Veteran's Employment and Training

PROGRAM COST: USDOL Federal Grant funds for Veterans' Employment and Training \$2,717,000

PROGRAM GOAL: Staff provide employment and training services to veterans with some special targets for Vietnam Era and Disabled veterans.

PROGRAM OBJECTIVES: Disabled Veterans Outreach Program (38 DVOP) and Local Veterans Employment Representatives (35.5 LVER) staff provide services to develop jobs and job training opportunities such as on-the-job training and apprenticeships, consult and coordinate with employers, federal, state, and local agencies and organizations to maximize employment assistance, counseling and rehabilitation services.

PERFORMANCE MEASURES: Performance standards are developed by USDOL and SCESC annually. These quantitative standards compare the rates of service provided to veterans with their non-veteran counterparts. For this period, the standards are as follows:

Veterans and Other Eligible	15%
Vietnam Era Veterans	20%
Disabled Veterans	25%

The statewide performance resulted in **all standards being met.**

	<u>Number</u>
Total Applicants Available	331,747
Non-Veterans	294,345
Veterans and Eligibles	38,005
Vietnam Era Vets	12,272
Disabled Vets	3,106
Total Placement/Obtain Employment	59,021
Non-Veterans	46,767
Veterans and Eligibles	12,453
Vietnam Era Vets	3,997
Disabled Vets	1,153

DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: Alien Labor Certification

PROGRAM COST: Federal funds through USDOL Cost Reimbursable Grant \$75,471

PROGRAM GOAL: The alien labor certification process protects the rights of U.S. workers, including the availability of jobs, wages and working conditions by assuring that foreign workers do not take American jobs without there being a supervised recruitment period at the determined prevailing wage for qualified U.S. workers prior to issuance of permanent resident visas for aliens or temporary work visas for temporary jobs.

PROGRAM OBJECTIVE: Applications by employers for alien labor certification are filed with SCESC prior to transmittal to the Regional Certifying Officer of the U.S. Dept. of Labor and then the Immigration and Naturalization Service. SCESC determines a prevailing wage based on the job duties, education and experience requirements for the intended area of employment. Staff must review the applications to ascertain that all immigration requirements pertaining to employment are met, overseeing the recruitment of U.S workers for the specific job, communicating information in writing for all requirements, and obtaining documentation of such. The process is well defined, but requires much technical and professional judgement. Work is completed in the ALC unit of the state office.

PERFORMANCE MEASURES: Benchmarks for reporting provide evaluation of work accomplished each month, with a summary report to USDOL twice per year. Other than processing applications, the requests for prevailing wage determination on jobs in specialty occupations (college degree or higher) must be completed within two weeks of receipt. Data from the Occupational Employment Statistics Survey is used, and this data is collected by this agency. Applications are processed by priority date as they are received. Time limits for each requirement are prescribed by law, and employers must respond with documentation within 45 days. At the end of FY98 there is a seven month backlog of cases due to the high number of applications and the limited budget for this program.

Number of Cases Received	306
Number of Cases Sent to the Regional Office	177
Number of Cases Closed or Withdrawn	71
Number of Cases Pending	217
Number of Prevailing Wage Requests Received	987
Number of Prevailing Wage Determinations Made	1217



DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: Trade Adjustment Assistance

PROGRAM COST: Federal funds \$168,849

PROGRAM GOAL: Congress passed the Trade Act of 1974 to assist workers who lose their jobs due to increased imports. The goal of the program is to assist workers to return to the workforce as soon as possible.

PROGRAM OBJECTIVES: This program provides a means for workers to attend training, receive UI benefits, be eligible for job search and job relocation allowances. Federal funds are distributed for a three year period to administer this program.

PERFORMANCE MEASURES: Petitions for TAA are filed by employers or workers in Washington, DC. When petitions are approved, SCESC is notified. We are responsible for notifying affected workers by letter as soon as possible after the certification date the benefits of the program. Fifteen petitions affecting 2,191 workers have been received by this agency for the period 10/1/97 through 9/30/98.

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DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: North American Free Trade Agreement--NAFTA

PROGRAM COST: Federal Funds - \$494, 948

PROGRAM GOAL: On December 8, 1993, the NAFTA program was added to the Trade Act of 1974. NAFTA provides assistance to workers adversely affected because of imports from Canada or Mexico or shifts in production from the United States to those countries. The goal of the program is to assist workers to return to the workforce as soon as possible.

PROGRAM OBJECTIVES: The workers are provided a means to attend training, receive UI benefits, be eligible for job search and job relocation allowances. Federal funds are distributed for a three year period to administer this program.

PERFORMANCE MEASURES:

NAFTA Petitions Received FY98	18
Petitions Certified	12
Petitions Denied	3
Petitions Withdrawn	2
Petitions Pending	1
Workers Affected	1,326

DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

PROGRAM NAME: Work Opportunity Tax Credit

PROGRAM COST: USDOL Federal funds - Cost Reimbursable \$156,406

PROGRAM GOAL: The Taxpayer Relief Act of 1997 re-authorized the Work Opportunity Tax Credit (WOTC) and established a new Welfare-to-Work (WTW) Tax Credit for hiring long-term welfare recipients. The WOTC and WTW programs assist individuals from certain target groups that have consistently had trouble locating work now obtain employment and provide employers with a tax credit that will pay for any extra expenses incurred in their hiring.

PROGRAM OBJECTIVES: SCESC is the designated agency to perform the work of the program. Processing determines on a timely basis the eligibility of individuals as members of targeted groups. Quality review by a second staff member must be provided within 48 hours for each determination. It also includes issuing employer certifications, denials, or notices of invalidation for tax credits. In addition the state must establish and maintain forms review, record keeping and reporting capability, establish a system for orderly management of WOTC job orders, applicant referrals and records, submit quarterly reports as stated in ETA Handbook No 408.

PERFORMANCE MEASURES:

During FY98 the following was provided:

Number of Requests Received	11,878
Number of Eligibility Determinations	6,826
Number of Denials	5,052
Timely Performance Reviews	100%



DESCRIPTION OF PROGRAM: Employment Service - Workforce Exchange

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PERFORMANCE MEASURES:

During FY98 the following was provided:

Number of Requests Received	11,878
Number of Eligibility Determinations	6,826
Number of Denials	5,052
Timely Performance Reviews	100%

DESCRIPTION OF PROGRAM: Unemployment Insurance - Workforce Insurance

PROGRAM NAME: Unemployment Insurance

PROGRAM COSTS:

	<u>Federal</u>	<u>State</u>
Insurance Premiums Collected	N/A	\$ 204,518,604
Insurance Benefits Paid	\$ 9,859,003	\$ 165,143,938
Administrative Costs	\$ 25,478,986	N/A

PROGRAM GOALS:

- Mission: To promote economic and employment stability and relieve the hardships of unemployment through the payment of employer financed insurance benefits to eligible unemployed individuals.
- Vision: The Unemployment Insurance Division provides a quality service to the public through a well-trained, motivated, ethical, professional workforce; effective management of resources; a positive work environment; and commitment to a continued tradition of excellence.
- Leadership: Attachment A provides a "leadership philosophy" that has been distributed and discussed with the senior management group within the UI Division. This philosophy statement articulates the values, direction, customer focus, and continuous improvement expectations for Division management.

PROGRAM OBJECTIVES:

- Basic: Accurate determination of employer liability, timely collection and deposit of insurance premiums, adequate trust fund reserves, customer friendly unemployment insurance claims services, quality determinations of initial and continuing claimant eligibility, timely benefit payments on a continuing basis, an independent system for employer and claimant appeals, and quality control programs to insure efficient and effective program performance with integrity.
- Approach: All program objectives are to be managed a "business plan" approach that clearly identifies customers, defines business processes, determines cost of service, develops continuous improvement plans, take advantage of applied technologies and has accountable performance expectations.
- Initiatives: Tax System Redesign to include employer electronic service; Remote Initial Claims System; and Legislative Tax Reform.



## Unemployment Insurance (cont.)

### PERFORMANCE MEASURES:

#### INPUTS/OUTPUTS

▪	13,756	New employers
▪	82,673	Total liable employers
▪	289,540	Initial claims
▪	1,517,116	Weeks claimed
▪	36,826	Nonmonetary separations adjudicated
▪	13,119	Non-separation issues adjudicated
▪	9,790	Lower authority appeals
▪	1,159	Higher authority appeals
▪	\$204,518,604	Premium Collections
▪	\$675,514,328	Trust fund balance
▪	\$175,002,941	Benefits Paid

#### OUTCOMES/EFFICIENCY/PROCESS/QUALITY

Most "performance measures" are established at the national level through a collaborative process between the U.S. Department of Labor and the state employment security agencies (SESA's) collectively. The performance review system is currently being revised into a new set of Tier I and Tier II measures which are due to be completed in the next 12 months. This process is part of the overall Government Performance Review Act (GPRA) required of all Federal Agencies.

Attachment B has two sets of tables comparing South Carolina and National results for CY97 on 21 "Tax" and 48 "Benefits" performance measures. As in the past, South Carolina's unemployment insurance program services exceed national performance averages in most instances: Benefits – Exceeds 42 of 48 measures; and Tax – Exceeds 18 of 21 measures.

Internally, the Division is establishing goals for CY99 continuous improvement in national ranking among those states above the national average and minimally achieving the national average on the small number of measures where that was not true in CY97.

In addition, the UI Division plans to improve current systems for determining customer expectations and measuring customer satisfaction. Currently the Agency maintains a customer comment card process used to recognize positive customer service and correct deficiencies; a telephone customer call-backs for a new interstate remote initial claims process; and an internet feedback mechanism for a new web-based UI Tax information system for employers. New initiatives will involve greater delineation of customer expectations and satisfaction measures: (1) the Tax System Redesign will include input from employer focus groups as representative of our primary external customers; and (2) plans for a new Remote Initial Claims System will provide for continuous customer feedback from UI claimants.

## PHILOSOPHY

The Unemployment Insurance Program is part of a "larger" Employment Security System. Therefore it should be managed as an integral part of the Employment Security "team" and not as a separate program. Every effort should be made to actively collaborate with all parts of the Employment Security "team" and with our external partners, towards a goal of fostering economic and employment stability in South Carolina. Within the legal limits of the law, the public good as a whole should always be foremost to the mission of managing the Unemployment Insurance Program within the larger Employment Security System.

The unemployment insurance claimant should be considered as a whole person in managing the Unemployment Insurance Program. Workforce development and reemployment should be as equally important as paying benefits and every effort should be made to insure that there is positive collaboration between the Unemployment Insurance Program and the other parts of the Employment Security System that focus more directly on reemployment.

The Unemployment Insurance Program should be managed in a manner that provides a balance between employer and worker interests, and which guarantees a timely and fair appeal opportunity. The highest standards of consistency and integrity should be maintained in carrying out the spirit and intent, as well as the letter of Employment Security laws. Management should endeavor to maintain and continue South Carolina's recognition as one of the best managed Unemployment Insurance programs in the country.

The Unemployment Insurance Program should be managed with a clear focus on providing the best customer service possible. Our customers are employers and workers in the first place, but our customer vision must also include collaborative activities within the Employment Security "team" and external relationships such as with the Executive and Legislative branches of South Carolina government, and partner public agencies.

The Unemployment Insurance Program should be managed with a vision of the future, one that is characterized by innovation and initiatives that prepare South Carolina to do business in new and different ways in response to resource limitations and technological changes. Staff should be encouraged to participate in developing and implementing creative enterprise solutions. Human resource considerations should always be a vital part of managing change.

With a vision to the future, the Unemployment Insurance Program should be managed through a process of continuous improvements and personal expectations. Expectations that communicate a philosophy that "everyone is responsible" for the success of the enterprise should be emphasized at all levels of the organization. Continuous staff development and strong leadership are the foundations for a high performance organization. Our people are our most important resource.



**UI PERFORMS ANNUAL REPORT CY 1997**  
**BENEFIT TIMELINESS AND QUALITY**

**SOUTH CAROLINA**

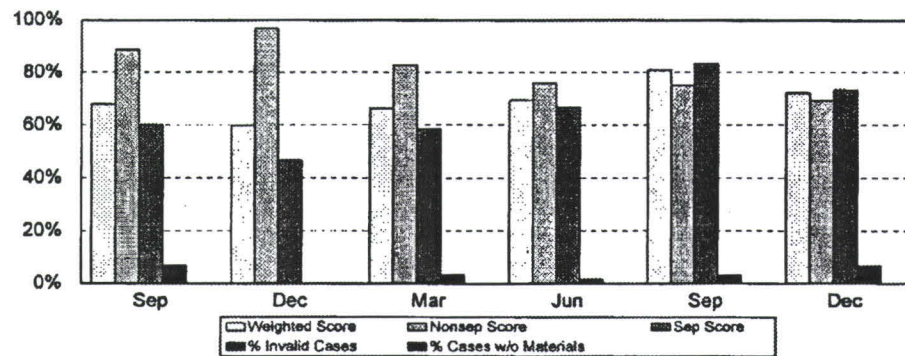
REPORTED MEASURE		WORKLOAD	STATE RESULTS		NATIONAL RESULTS	
<i>First Payment Timeliness</i>			<i>14/21 Days</i>	<i>35 Days</i>	<i>14/21 Days</i>	<i>35 Days</i>
Intrastate Claims	82,536	92.4	98.3	89.8	99.8	
Interstate	1,989	83.0	94.3	75.3	92.3	
Intrastate Partial	16,749	87.8	98.9	86.7	97.1	
Interstate Partial	63	68.3	85.7	68.4	89.9	
Workshare	NA	NA	NA	42.4	81.9	
Intrastate Combined Wage Claims	2,177	91.0	97.2	78.2	87.2	
Interstate Combined Wage Claims	81	82.7	95.1	61.2	73.2	
<i>Nonmonetary Determinations: Detection Date to Determination Date</i>		<i>14 Days</i>	<i>21 Days</i>	<i>21 Days</i>	<i>35 Days</i>	
Separations, Intrastate	36,145	79.0	95.8	44.7	76.4	
Separations, Interstate	719	65.6	86.0	76.0	82.8	
Nonseparations, Intrastate	11,520	90.7	96.9	71.6	83.2	
Nonseparations, Interstate	3,694	69.5	87.5	67.3	72.2	
<i>Nonmonetary Determinations: First Week Affected to Detection Date</i>		<i>14 Days</i>	<i>21 Days</i>	<i>21 Days</i>	<i>35 Days</i>	
Separations, Intrastate	36,145	98.9	99.3	86.7	91.1	
Separations, Interstate	719	65.6	86.0	76.0	82.8	
Nonseparations, Intrastate	11,520	90.7	96.9	63.9	75.0	
Nonseparations, Interstate	3,694	69.5	87.5	51.6	64.8	
<i>Lower Authority Appeals Timeliness</i>		<i>30 Days</i>	<i>45 Days</i>	<i>30 Days</i>	<i>45 Days</i>	
Intrastate	9,133	99.6	99.9	66.8	84.7	
Interstate	657	99.4	100	65.7	83.9	
<i>Higher Authority Appeals Timeliness</i>		<i>45 Days</i>	<i>75 Days</i>	<i>45 Days</i>	<i>75 Days</i>	
Intrastate	1,058	63.1	94.3	58.7	83.5	
Interstate	82	69.5	96.3	60.7	83.9	
<i>Combined Wage Program Timeliness</i>		<i>3 Days</i>	<i>14 Days</i>	<i>3 Days</i>	<i>14 Days</i>	
Wage Transfer	6,320	0	98.5	63.4	95.5	
		<i>45 Days</i>		<i>45 Days</i>		
Billing	191	100		94.1		
Reimbursement	203	100		99.3		

**UI PERFORMS ANNUAL REPORT CY 1997**  
**BENEFIT TIMELINESS AND QUALITY**

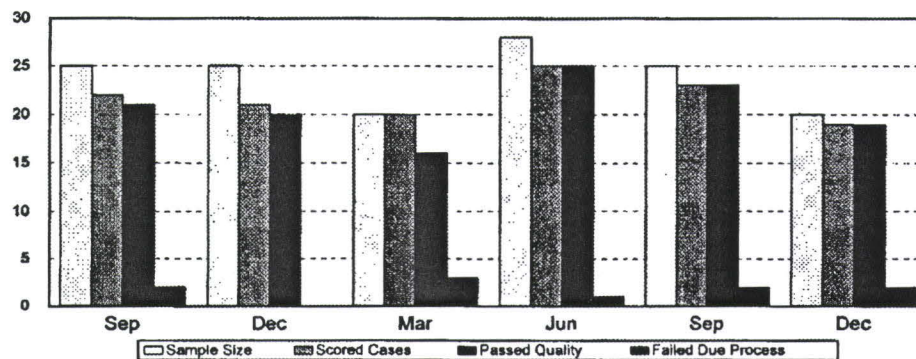
**SOUTH CAROLINA**

REPORTED MEASURE	WORKLOAD	STATE RESULTS			NATIONAL RESULTS	
<i>Continued Claims Payment Timeliness</i>		<i>7 Days</i>	<i>28 Days</i>	<i>42 Days</i>	<i>28 Days</i>	<i>42 Days</i>
Intrastate	89,166	88.8	98.9	99.4	91.0	95.2
Interstate	6,148	73.9	97.8	99.1	66.7	81.9
Intrastate Partial	15,180	82.8	98.3	99.1	86.5	81.9
Interstate Partial	929	74.6	98.0	99.4	66.7	81.9
Workshare Partial	NA	NA	NA	NA	57.2	90.6

**NONMONETARY QUALITY**



**LOWER AUTHORITY APPEALS QUALITY**





**UI PERFORMS ANNUAL REPORT CY 1997  
TAX PERFORMANCE SYSTEM**

**SOUTH CAROLINA**

<b>TAX PERFORMANCE SYSTEM MEASURES</b>	<b>STATE RESULTS</b>	<b>NATIONAL RESULTS</b>
<b><i>STATUS DETERMINATIONS</i></b>		
New Employer Determinations:		
Percentage Made Within 90 Days	80.6%	78.7%
Percentage Made Within 180 Days	90.6%	90.1%
Accuracy In Determinations?	YES	52.1% YES
Accuracy In Postings?	YES	50.0% YES
Successor Determinations:		
Percentage Made Within 90 Days	87.8%	66.1%
Percentage Made Within 180 Days	96.2%	80.8%
Accuracy In Determinations?	YES	56.5% YES
Accuracy In Postings?	YES	39.1% YES
Inactivations:	YES	
Accuracy In Determinations?	YES	68.2% YES
Accuracy In Postings?		68.2% YES
<b><i>REPORT DELINQUENCY</i></b>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.5%	88.7%
Percentage Secured	94.6%	93.6%
Percentage Resolved	97.8%	97.7%
Reports From Reimbursing Employers:		
Percentage Filed Timely	89.2%	87.0%
Percentage Secured	96.5%	93.4%
Percentage Resolved	98.0%	94.6%
Appropriate Actions Taken To Resolve Delinquencies?	YES	78.3% YES
<b><i>CASHIERING</i></b>		
Remittances Deposited Within Three Days?	YES	93.9% YES

**UI PERFORMS ANNUAL REPORT CY 1997  
TAX PERFORMANCE SYSTEM**

**SOUTH CAROLINA**

<b>TAX PERFORMANCE SYSTEM MEASURES</b>	<b>STATE RESULTS</b>	<b>NATIONAL RESULTS</b>
<b><i>COLLECTIONS</i></b>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.9%	93.3%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.9%	6.6%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.5%	2.3%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	91.7%	83.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.8%	12.2%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.6%	4.6%
Appropriate Actions Taken To Collect Tax Due?	YES	48.9% YES
<b><i>FIELD AUDIT</i></b>		
Percent Change In Total Wages Resulting From Audits	2.6%	4.2%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	0.9%	1.7%
Audits Meet Employment Security Manual Requirements?	YES	48.9% YES
<b><i>ACCOUNT MAINTENANCE</i></b>		
Accuracy In Report Processing?	YES	95.9% YES
Accuracy In Contributory Employer Billings?	YES	76.1% YES
Accuracy In Reimbursing Employer Billings?	YES	76.7% YES
Accuracy In Credits/Refunds?	YES	75.6% YES
Accuracy In Benefit Charging?	YES	91.5% YES
Accuracy In Experience Rating?	YES	97.9% YES